

Provider	Summary of Actions	Compliance with Governor's Request
Electric & Natural Gas Utilities		
Dominion Energy South Carolina	<p>Dominion Energy is closely monitoring the global outbreak of corona virus and is working to safeguard the health of our communities. Customers should note the following updates:</p> <ul style="list-style-type: none"> • The company has suspended all service disconnections for nonpayment. Dominion Energy remains committed to providing reliable energy service 24-7. • Residential customers whose services were shut off are being reconnected. If your service was previously shut off for nonpayment, please contact Customer Service at 800-251-7234 from 8 AM to 5 PM Monday – Friday to restore your service. • Customers who pay bills in person are being asked to choose one of the other options provided, including the mobile app or online bill payment. Online digital tools and the automated phone option for routine self-service and 24/7 account access is encouraged, as call wait times may be longer than usual. • The company is committing \$1 million to coronavirus relief efforts. The funds will support national organizations, such as the American Red Cross, as well as various local organizations. <p>For more information on what Dominion Energy South Carolina is doing, visit https://www.dominionenergy.com/company/coronavirus</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at https://ors.sc.gov/covid19.</p> <p>Dominion Energy South Carolina (DESC) has delayed the opening of lake recreation and followed the Governors order and closed the boat ramps at Lake Murray and Lake Monticello. Dominion Energy has also closed the boat ramp at Stevens Creek in Edgefield County. Check out Dominion Energy website for the latest COVID-19 information https://www.sceg.com/about-us/newsroom</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at https://ors.sc.gov/covid19.</p>	<p>Service disconnections for non-payment are suspended during the state of emergency.</p>
Duke Energy Carolinas/Duke Energy Progress/Piedmont Natural Gas	<p>Duke Energy and Piedmont Natural Gas have announced steps to help customers, communities, and employees manage the economic hardship caused by COVID-19.</p> <ul style="list-style-type: none"> • The company will waive late payment fees and fees for returned payments across its service territories beginning Saturday March 21 until the national state of emergency is lifted. For residential customers, the company will also waive fees for credit and debit card payments. • Duke Energy will not disconnect any customer's service for non-payment. The company will continue to read meters and send bills. Customers should pay what they can to avoid building up a large balance that will be harder to pay off later. • Duke Energy power plants, electricity and natural gas delivery facilities, and call centers are staffed. The company will continue to respond to power outages and other emergencies. • The company is donating \$1.3 million to support hunger relief and help local health and human services nonprofits across its service territories. • Duke Energy will expand assistance to employees, providing five additional personal days off, a \$1,500 stipend issued to employees at a certain pay threshold, and \$100,000 to the Relief4Employees program, that employees can draw on for short-term financial help. • Customers should download the company's mobile app or visit duke-energy.com or piedmontng.com for information and most service transactions. Customers who are unable to self-serve can still contact the company at 1-800-777-9898 (Duke Energy Carolinas), 1-800-419-6356 (Duke Energy Progress), or 1-800-752-7504 (Piedmont Natural Gas) <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at https://ors.sc.gov/covid19.</p> <p>Duke Energy has followed the Governors Executive Order and temporary closed public piers, docks, wharfs, boat ramps, and boat landings and any adjacent or associate public facilities until further notice. This includes:</p> <ul style="list-style-type: none"> • All publics restroom facilities at Duke Energy-owned and managed access areas, • Pigeon River- Walters picnic area and facilities • Bad Creek Hydro- Bad Creek Road will be temporarily closed to all nonessential travel • Lake Glenville- Pines Recreation Area swim beach and restrooms closed <p>Visit https://www.duke-energy.com/community/lakes for more information.</p> <p>The Office of Regulatory Staff's website has a COVID-19 page devoted to providing consumers with updates on actions taken by the regulated utilities and cooperatives during this crisis. You can find the latest news at https://ors.sc.gov/covid19.</p>	<p>Service disconnections for non-payment are suspended during the state of emergency.</p>

Lockhart Power

Lockhart Power's business offices will be closed until further notice due to the risks associated with COVID-19. Effective immediately and throughout the current state of emergency, Lockhart Power:

- is suspending disconnection due to nonpayment
 - will not be charging late fees due to nonpayment
 - will continue to read meters and send bills, so if you are suffering financial hardships during this time, please pay whatever you can to avoid building up a large balance that will be harder to pay off later
- This applies to all residential and commercial customers.

For more information, visit <https://www.lockhartpower.com/covid-19-update.php> or call 864-545-2211.

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Service disconnections for non-payment are suspended during the state of emergency.

Santee Cooper

Santee Cooper will continue to provide reliable service with every effort to deter the spread of COVID-19. Customers should note the following updates:

- Santee Cooper encourages you to use online tools to manage your account. Retail offices are currently open for drive-through only, but you can manage your account and pay your bill online anytime using MY Energy Link (MEL). Register at <https://myservice.santeecooper.com/portal/>.
- The company will not be disconnecting power for delinquent bills until further notice. Customers should continue to pay what they can so that bills do not compound.
- If you are having difficulty paying your bill for any reason, it's important to be proactive and notify Santee Cooper as quickly as possible. Even though the company isn't disconnecting power, you will continue to be responsible for what you use. The company may be able to make arrangements to help avoid problems down the road.

For the latest updates from Santee Cooper, visit <https://www.santeecooper.com/My-Account/COVID-19/Index.aspx>.

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Service disconnections for non-payment are suspended until further notice.

Santee Cooper has followed the Governors executive orders and closed all public access to waterways and recreation facilities. The following boat landings are now closed:

- In Berkeley County - William Dennis Landing (Biggins Landing), West Dike Landing, The Hatchery Landing, Thornley Forest Landing, Russellville Landing, Richardson Landing, General Moultrie Landing and Wilsons Landing.
- In Orangeburg County - Eutaw Springs Landing (Little Cathead), Cathead Landing and Indian Bluff.
- In Calhoun County - Calhoun Subdivision Landing (Stumphole Landing) and Low Falls Landing.
- In Sumter County - Sparkleberry Landing and Rimini Landing.
- In Clarendon County - Hickory Top, Taw Caw Creek Landing, John C. Land III Landing, Rowland Subdivision Landing, White Oak III Landing, C. Alex Harvin III Landing and Borrow Pit Landing.

Find out more information at <https://www.santeecooper.com/About/Newsroom/index.aspx>

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